

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S1	30	"6219648"	US_PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2008/09/08 16:32
S2	28	("4916733"   "5692030"   "5721913"   "5778049"   "5926100"   "5946372"). PN, OR ("6219648"). URPN.	US_PGPUB; USPAT; USOCR	ADJ	ON	2008/09/08 16:36
S3	1	"20020123983"	US_PGPUB; USPAT; USOCR	ADJ	ON	2008/09/08 16:42
S4	13	"200100143"	US_PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2008/09/08 16:42
S5	5	"2001001143"	US_PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2008/09/08 16:42
S6	21	"6516055"	US_PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2008/09/08 16:43
S7	96	"6032184"	US_PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	ADJ	ON	2008/09/08 16:43
S8	44	(john and manos).in.	US_PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/10 14:52
S9	0	("2005/0010461").URPN.	USPAT	ADJ	ON	2008/09/10 14:53

S10	342	(level near2 service) and watchdog	USPAT	OR	ON	2008/09/10 14:55
S14	33	S10 and ticket	USPAT	OR	ON	2008/09/10 14:59
S15	3	(service adj ticket\$2) and (deadline\$2) and (alert\$4) and (status)	USPAT	OR	ON	2008/09/10 15:05
S16	84	(ticket\$2) and (deadline \$2) and (alert\$4) and (status)	USPAT	OR	ON	2008/09/10 15:06
S17	7	(service adj ticket\$2) and (deadline\$2) and (alert\$4) and (status)	US_PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/10 15:06
S18	222	(ticket\$2) and (deadline \$2) and (alert\$4) and (status)	US_PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/10 15:07
S19	692	(level near2 service) and watchdog	US_PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/10 15:07
S20	1	S19 and (ticket near2 (display\$3 view\$3 show\$3 communicat\$3) near2 (grid table matrix mesh))	US_PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/10 15:13
S24	1	S19 and S18	US_PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/10 15:15
S25	1	S19 and S17	US_PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/10 15:15

S26	57	(level near2 service) and S18	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/10 15:16
S27	41	(ticket\$2) and (deadline \$2) and (alert\$4) and (status) and (help adj desk \$2)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/10 15:18
S28	839	(notif\$ alert\$ communicat \$ inform\$3 post\$3 warn\$) near2 deadline	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/10 15:21
S29	620	(notif\$ alert\$ communicat \$ inform\$3 post\$3 warn\$) near2 (before previous\$2) near2 (deadline end)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/10 15:23
S31	4	S29 and S18	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/10 15:24
S34	67	(ticket email) near2 manag \$5 and "help desk"	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/10 15:30
S35	30	("20020129110"   "20020147524"   "20020154010"   "20020156601"   "20020156785"   "20020165842"   "20020184408"   "20020188522"   "20030120661"   "20030122452"   "20030125993"   "20030126307"   "6742141"   "7051244"   "7062670").PN.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/10 15:34

S36	5	"6937950"	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/10 15:41
S37	2	(bollinger-david).in.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/09/10 15:43
S38	35	"help desk" near2 management	USPAT	OR	ON	2008/09/10 16:36

9/11/2008 4:01:31 PM

C:\Documents and Settings\nchong\My Documents\EAST\Workspaces\10615054  
Information Technology Service Request Level of Service Monitor\10615054.wsp